

BellSouth's New GA-LA 271 Application

Still Contains Fatal OSS Flaws

I. BellSouth's Change Management Process Remains Defective

A. BellSouth Implements Few Changes Prioritized By CLECs

-- Only 15 Prioritized Changes Promised by BellSouth for 2002, a Tiny Fraction of the Number Made by Verizon

B. BellSouth Provides Inadequate Advance Documentation For New Releases And Those Releases Contain Far Too Many Defects

-- Both Recent BellSouth Releases -- Migration by Telephone Number and Parsed CSR -- Had Major Problems

C. BellSouth Does Not Have A Fully Independent Test Environment

D. BellSouth's Latest Change Management Proposals Do Not Resolve These Concerns

II. BellSouth Continues To Err When Processing Orders

A. BellSouth Often Routes IntraLATA Calls To The Wrong Provider

B. BellSouth Fails To Provide The Correct Customer Features and Blocking Options

-- Recent Audit Reveals 2.3% Error Rate in BellSouth Order Processing

C. BellSouth Order Processing Errors Lead To Loss of Dial Tone

III. BellSouth's Due Date Calculator Problems Continue

A. The Due Dates BellSouth Reports On FOCs Often Match Neither The Date Requested By CLECs Nor The Dates The Orders Are Actually Provisioned

B. 100% Of Due Dates Returned For Supplemental Orders To Change Due Dates Are Inaccurate

IV. BellSouth Line Loss Reports Are Incomplete

-- Audit Shows 7% of Line Loss Reports Are Not Returned to WorldCom

V. BellSouth Fails to Provide Information Needed To Accurately Audit Bills

VI. BellSouth Manually Processes Too Many Orders

- A. BellSouth Manually Processes All Orders For Customers Whose Retail Service Includes Voice Mail Or Call Forwarding
- B. More Causes of Manual Fallout Have Recently Become Apparent
- C. Manual Processing Is Leading To Inaccurate Rejects And Other Errors

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